(e) Replacement of oil fault prone cables.

(f) Use of insulated dropwire with proper accessories.

(g) Reduction of overhead open in local loop.

3. *COMPUTERISATION OF THE FOLLOWING HAS BEEN TAKEN UP*

(a) Fault Repair Service.

(b) Comprehensive Financial Management System including commercial and billing activities.

4. *OPENING OF ADDITIONAL COMPUTERISED COSTOMER SERVICE CENTRES/QUICK COSTOMER SERVICE CENTRES.*

5. *INCREASED ACCESS TELEPHONES BY OPENING:*

(a) Additional Public Telephones local and STD calls.

(b) Telecom centres.

6. *IMPROVED CUSTOMER INTERFACE*

(a) Conduction of telephone adalats.

(b) Conduction of Open House Sessions.

(c) Decentralization of several commercial activities to Divisional Customer Service Centres.

(d) Easy accessibility of field officers to general public.

Foreign Technology in the Communication Network

369. DR. NAUNIHAL SINGH: Will the Minister of COMMUNICATION be pleased to state:

(a) whether Government are aware that there is a public apprehension over the plethora of foreign technologies that would be inducted in the existing communication network;

(b) whether Government are also aware of the feeling of the DOT officials that the new systems had been hurriedly picked up, without considering that they could pose major installation problems; and

(c) if so, what steps Government intend to take to cope up with such a serious situation to occur?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir.

(b) No written communication in this regard has been received. However, no installation problem is envisaged.

(c) Does not arise in view of (b) above.

Improvement of Telephone Services

370. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether ther is a need to improve telephone services in the country in general and in Orissa in particular;

(b) if so, the steps taken to identify the areas where improvement is very urgently required; and

(c) the details of steps taken to implement the plan drawn up for improvement of telephone services?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Improvment of telephone services is a continuous process. Various measures are regularly taken by department for improving the quality of services as detailed below:—

(i) Modernisation of the Switching network.

(ii) Computerisation of vraious services.

(iii) Upgradation of external plant

(iv) Monitoring the performance at the senior management levels.

(c) The details if achievements during the year 1994-95 for improvement of services in Orissa are as under:—

(i) Already 99.04 per cent of exchanges in Orissa are Electronic exchanges and 8 electromechanical exchanges have been replaced by electronic exchanges during the year.

(ii) Computerisation in respect of-3 Fault Repair Services and 3 Telecom. Revenue Billing have been done during the year.

(iii) Besides the above 6700 old type of telephone instruments, 13 KM of old Under Ground Cable and 735 KM of old and worn-out Drop-wire have been replaced with new ones during the year to improve the quality of services in Orissa.

Contract for Cellular phones to Bharti Cellular

371. SHRI K. R. MALKANI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Govrnment have been the reports published in the Statesman on the 11th and 12th February, 1995 about the award of contract for cellular phones to Bharti Cellular, a firm owned by Mittals; and

(b) if so, the reaction of Government there to and what is the correct position of the matter, as reported in the Press?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) The allegations made in the reports are not correct. The criteria laid down for evaluation was examined in detail by the Hon'ble High Court of the Delhi and the Supreme Court on the basis of petitions made by some of the unsuccessful bidders. The Hon'ble Courts had upheld the criteria for evaluation and selection. Orders given by the Courts were duly implemented while awarding the contract.

Mistakes in Telephone Directories of Nagpur and Lucknow

372. SHRI RAM RATAN RAM:
DR. SHRIKANT RAMCHANDRA JICHKAR:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there are hundreds of mistakes in the recently published telephone directories of Nagpur and Lucknow;

(b) if so, who is responsible for these mistakes;

(c) whether it is a fact that the telephone numbers of the Local Telephone department's staff and their names have also not been updated;

(d) what penalty is being imposed on the printer; and

(e) what action is being taken by Government to see that the directories are properly printed?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (e) The information is being collected and will be laid on the Table of the House.

मध्य प्रदेश और राजस्थान में ग्राम पंचायतों को टेलीफोन सुविधायें

373. श्री अजीत जोगी : क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) मध्य प्रदेश और राजस्थान में इस समय जिलेवार कितनी ग्राम पंचायतों में टेलीफोन सुविधा उपलब्ध है और कितनी ग्राम पंचायतों में यह सुविधा उपलब्ध नहीं है; और

(ख) शेष ग्राम पंचायतों में यह सुविधा कब तक उपलब्ध कराए जाने की संभावना है ?